

<u>Ref #</u>	<u>Date</u>	<u>Time (EDT)</u>	<u>Length (min's)</u>	<u>Initiator</u>	<u>Type</u>	<u>GEIS Contact</u>	<u>PacBell Contact</u>	<u>Other Parties</u>	<u>Subject</u>	<u>Comments</u>	<u>Actions:</u>	<u>Owner</u>	<u>Due Date</u>	<u>Status</u>	<u>Associated Documents</u>	<u>Related Notes</u>
3395	8/1/00	2:39-20:59		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 722-725 loss of carrier system, damage to exchange cables						
3396	8/1/00	8:30		Pacific Bell	Airborne Express to Napa Telecom				Paper shipment reports	OCN 6169, LC46, Daily Shipment Report, PB Cycle 6707 Dated 7/27/00						
3397	8/1/00	8:30		Pacific Bell	Airborne Express to Camino Comm				Paper shipment reports	OCN 7265, LC46, Daily Shipment Report, PB Cycle 6707, Dated 7/27/00						
3398	8/1/00	8:30		Pacific Bell	Airborne Express to Discovery Comm				Paper shipment reports	OCN 0575, LC46, Daily Shipment Report, PB Cycle 6707, Dated 7/27/00						
3399	8/1/00	8:30		Pacific Bell	Airborne Express to Blackhawk Comm				Paper shipment reports	OCN 8587, LC46, Daily Shipment Report, PB Cycle 6707, Dated 7/27/00						
3400	8/1/00	11:23		TG Resource	Email to PB AM, TAM Resource	TG Resource	PB AM	TG Resource, TG Resource, TAM Resource, TG Resource, TG Resource	FYI: Six more toll-free customer incidents - volume increasing!	Here are the latest calls, consuming an increasing portion of time to address. As volume increases, I am increasingly concerned about potential negative customer impact, and am certainly interested in suggestions to minimize the risk. As I understand it						
3401	8/1/00	11:33		PB AM	Email to TG Resource, TAM Resource	TG Resource	PB AM	TG Resource, TG Resource, TAM Resource, TG Resource	RE: Six more toll-free customer incidents - volume increasing!	The table update will be done this Friday, August 4. In the interim, would you consider modifying your recording on the 800 number to state that "if you are calling about services offered by redacted Communications, please contact xxxxx"??						
3402	8/1/00	11:41		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource, TG Resource, TAM Resource, TG Resource	RE: Six more toll-free customer incidents - volume increasing!	Thanks very much for the update and the suggestion. Unless I hear of any issues from this audience by 5PM EDT today, I will do just that.						

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3403	8/1/00	12:00	15	GXS	called LSC	TG Resource			investigating no access	1. Order left open for no-one on premises Tech went out agin, still no access to MPOE completed order						
3404	8/1/00	13:32			TG Resource Email to PB AM	TG Resource	PB AM		Truly sorry for our delay with LEX new release testing, which we know expires this Friday. We should hopefully have a couple Blackhawk test scenarios selected today. Was that the RE: T5147 "second step" you BHCpk0720 referenced below? Compl 0721 If not, what else do Blackhawk we need to do?							
3405	8/1/00	13:55			PB AM Email to TG Resource, TG Resource, TG Resource, TG Resource	TG Resource, TG Resource, TG Resource, TG Resource	PB AM		FW: CLEC LEX Test UDs - Blackhawk	Here are the user ids for testing. I was holding them until I knew that you wanted to proceed with Release testing. We need confirmation of the test cases and scenarios. If you are using the data from the document I sent July 20, we should be ok becaus					Blackhawk CLEC LEX Testing Information.doc	
3406	8/1/00	14:25			TG Resource Email to PB AM, TG Resource, TG Resource	TG Resource, TG Resource, TG Resource, TG Resource	PB AM		RE: CLEC LEX Test Uds - Blackhawk	Thanks PB AM! Expect we will stay within the old test scenarios. Will advise as soon as we know when so you can alert PB Resource We are OK with scope, entrance, exit criteria, and test principles as documented.						
3407	8/1/00	16:20			Pacific Bell Fax	TG Resource	PB AM		unlock redacted							
3408	8/1/00	16:36			TG Resource Email to PB AM	TG Resource	PB AM		RE: Follow-up on Resolution of Vantive tickets - PacBell answer	Per your VMX at 2:22PM EDT today, I understand that PB Resource is tracking down the software change for Vantive #2658856, and that it was not a change to DataGate itself, but to another internal system further downstream of DataGate. It would therefore						

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3409	8/1/00	17:07		TG Resource	Email to PB AM, TAM Resource	TG Resource	PB AM	TG Resource, TG Resource, TAM Resource, TG Resource, TG Resource	Follow-up: Six more toll-free customer incidents - volume increasing!	Regarding the call reported earlier, I received another message I believe at 12:36PM EDT today from the lady who requested Vartek as her LD carrier. This time, she left her name, redacted, and her call-back number redacted. I just called back at 3:56PM						
3410	8/1/00	17:19		TG Resource	Email to IS Call Center	TG Resource	IS Call Center	PB AM, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource	Attn: PB Resource Re: Vantive # 3586569 DataGate v.10.0 Due date transaction inconsistency	Here is the information from our developer indicating a problem when due date transactions are sent in rapid succession (<10 seconds apart). Understand you will forward to PB Resource in Middleware support.						
3411	8/1/00	17:34		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECCTS00-034 SOUTHERN NEW ENGLAND TELEPHONE Corrections to CMIS Documentation for Ordering and Pre-Ordering					<a href="#">cleccts_00-034.doc</a>	
3412	8/1/00	17:46		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECCS00-121 PACIFIC BELL Access Service Request (ASR) & CESAR to BDS Telis / EXACT Migration Workshop					cleccs_00-121.doc	
3413	8/1/00	19:16		PB AM	Email to TG Resource, TAM Resource	TG Resource	PB AM	TG Resource, TG Resource, TAM Resource, TG Resource, TG Resource	RE: Follow-up: Six more toll free customer incidents - volume increasing!	I believe this is another cross-over with redacted since this TN was recently ported to them. I assume she has asked redacted to "pic" her long distance to Vartec. Although I am not familiar with that company, they are on the CPUC list of carriers regis						
3414	8/1/00	20:25		PB AM	Email to TG Resource	TG Resource	PB AM	TG Resource, TG Resource, TAM Resource, TG Resource, TG Resource	RE: Follow-up on Resolution of Vantive tickets - PacBell answer	I spoke today with the person who does Change Control for our internal IT/Operations systems. Seems he's got a lot of documentation, procedures, processes, etc. but he was on the road, so I hope to get more details tomorrow. At that point, I may need to						

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3415	8/2/00			Pacific Bell	Fax to BlackHawk Communications		PB Resource		30 day cancellation notification	PON: BH260021PE001228						
3416	8/2/00	8:30		Pacific Bell	Airborne Express to Napa Telecom				Daily shipment report, shipment recap	OCN 6169, LC46, Daily Shipment Report, PB Cycle 6709 Dated 7/31/00						
3417	8/2/00	8:30		Pacific Bell	Airborne Express to Camino Comm				Daily shipment report, shipment recap	OCN 7265, LC46, Daily Shipment Report, PB Cycle 6709 Dated 7/31/00						
3418	8/2/00	8:30		Pacific Bell	Airborne Express to Discovery Comm				Daily shipment report, shipment recap	OCN 0575, LC46, Daily Shipment Report, PB Cycle 6709 Dated 7/31/00						
3419	8/2/00	8:30		Pacific Bell	Airborne Express to Blackhawk Comm				Daily shipment report, shipment recap	OCN 8587, LC46, Daily Shipment Report, PB Cycle 6709 Dated 7/31/00						
3420	8/2/00	9:28		TAM Resource	Email to PB AM, TG Resource, TAM Resource	TG Resource	PB AM	TG Resource, TG Resource, TAM Resource	RE: Friendly - redacted & possible call today	PB AM, I receive a call from Mr.redacted on yesterday. He wanted to know if we were going to adjust his bill or not? What do I tell him? Has the adjustment been done, or when can I tell him it will be done? Is there someone he can confirm that we have						
3421	8/2/00	9:43-20:11		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecom				Outage Notifications	Serial #s 726-729 loss of carrier system, loss of toll cable						
3422	8/2/00	9:48		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource	RE: Blackhawk's LEX Test Request	As our primary interest is noting what has changed on the screens we navigate, our scenarios will be limited to just two from the original list. We are ready to do this either today or tomorrow. Do we need a call with PB Resource, or with your OK, may w					BHLEXTest0802.xls	

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3423	8/2/00	11:50		TG Resource	Email to PB AM, TAM Resource, TG Resource	TG Resource, TG Resource	PB AM	TG Resource, TG Resource, TAM Resource, TG Resource	RE: Follow-up : Two more resolutions, and one new problem!	TAM Resource -I received a message at 7:57PM EDT yesterday 8/1 on our toll-free line from a redacted, contact number redacted he had a secondary DSL line redacted with PacBell, but it was "automatically" switched recently to "us", and now does not work.						
3424	8/2/00	11:59		PB AM	Email to TG Resource	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource	RE: Blackhawk's LEX Test Request	just sent your question and attachment on to PB REsource I'll let you know as soon as I hear from her. She will need to confirm that the testbed is all properly set up with these accounts, your ACNA, etc.						
3425	8/2/00	12:02		PB AM	Email to TAM Resource, TAM Resource, TG Resource	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TAM Resource	RE: Friendly - redacted & possible call today	You may tell Mr.redacted n that we have issued a credit on his bill for \$120, which is the Inside Wiring charge for the installation of the new jack.This should appear on his next Pacific Bell bill.						
3426	8/2/00	12:30		Pacific Bell	Fax	TG Resource	PB AM		unlock redacted							
3427	8/2/00	12:51		TG Resource	Email to PB Resource	TG Resource	PB Resource	PB AM, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource	FW: Blackhawk's LEX Test Request	Although it has been awhile, it is nice to have a chance to work with you again, even if briefly. Believe we are set to do a very limited test of the new LEX, but per PB AM recommendation, wanted to ensure you are set as well. Please advise PB AM (and o					<a href="#">BHLEXTTest0802.xls</a>	

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3428	8/2/00	13:20	5	GXS	called IS Call Center	TG Resource	PB Resource		we have received a busy signal on LOC 800 # for 1.5 hours	was told to call the LSC, who said the LOC are down, and they expect the problem to be fixed in 1/2 hour						
3429	8/2/00			Pacific Bell	Mail to Camino Comm				Camino Comm billS (2)	Bill: \$415.63, Account 0234197198 555S7066 Statement Date 7/19/00 2) \$318.85, Account 0237197198 555N4160, Statement Date 7/19/00						
3430	8/2/00			Pacific Bell	Mail to Napa Telecomm				Napa Telecomm bill	Bills: \$619.81, Account 0237198702 555N1160, Statement Date 7/19/00 2) \$226.64, Account 0234198702 555S4066, Statement Date 7/19/00						
3431	8/2/00			Pacific Bell	Mail to Blackhawk Comm				Blackhawk Comm bill	Bill: \$552.88, Account 0234198416 555S1066, Statement Date 7/19/00 2) \$111.35, Account 0237198416 555N8160, Statement Date 7/19/00						
3432	8/2/00			Pacific Bell	Mail to Discovery Comm				Discovery Comm bills (3)	Bill: \$176.55, Account 0237172395 555N8160 Statement Date 7/17/00 2) \$200.47, Account 0237192395 555N6160, Statement Date 7/19/00 3) \$194.00, Account 0234197069 555S3066, Statement Date 7/19/00						
3433	8/2/00			Pacific Bell	Mail to Discovery Comm				Discovery Customer Service Record	Customer Service Record dated 7/23/00, Account 6613231697, \$13.35						
3434	8/2/00	14:36		PB AM	Email to TG Resource	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource	RE: Blackhawk's LEX Test Request	Just spoke with PB Resource. She hopes to have everything ready by noon (Pacific) tomorrow (Thursday); I will ask her to send TG Resource an email directly to confirm (or should it go to someone else?). If necessary, it sounds as though we could extend						
3435	8/2/00	14:41		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TG Resource	RE: Blackhawk's LEX Test Request	Thanks very much. E-mail to me is fine. Suggest copying the others as well if not a problem. Will endeavor to get done what is necessary within the regular window, but appreciate the possibility of extension if necessary, as long as it is not an out-of						

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3436	8/2/00	15:09		PB AM	Email to TG Resource	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TAM Resource, TG Resource	RE: Follow-up on Resolution of Vantive tickets - PacBell answer	I have talked to PB Resource and others about the internal software change that was involved in Vantive ticket #2658856. I can confirm that we did follow the appropriate internal Change Control processes. Let me know if you need more information.						
3437	8/2/00	15:21		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource, TG Resource, TAM Resource, TG Resource, TG Resource	RE: Follow-up on Resolution of Vantive tickets - PacBell answer	Thanks. To clarify, my understanding is the software change required was not in DataGate, but in a back-end system governed by internal PacBell change management, which is outside the realm of CLEC interface software change management.						
3438	8/2/00	15:23		TAM Resource	Email to TG Resource	TG Resource	TAM Resource	TAM Resource	RE: BASL332023 ECCKT Causing A Problem With PB	TG Resource Help me understand the issue concerning Tracking BASL332023 disconnect order. The Predecessor BASL 164023 was issued and completed. The ckt is was assigned by PB is 46LXQU321010-010PT. We are now requesting to disconnect the circuit id, but PB						
3439	8/2/00	15:36		PB AM	Email to TG Resource	TG Resource	PB AM	TG Resource, TG Resource, TAM Resource, TG Resource, TG Resource	RE: Follow-up on Resolution of Vantive tickets - PacBell answer	you are correct.						
3440	8/2/00	15:55		TG Resource	Email to TAM Resource, PB AM	TG Resource	PB AM	TG Resource, TG Resource, TAM Resource, TG Resource, TG Resource, TG Resource	RE: Follow-up: redacted (, plus dead xDSL)	TAM, PB AM and TG resopurce just spoke with redacted . He is a new redacted customer, with Discovery appearing on his bill, but with a twist. He said he had originally requested both his main voice TNredacted and his xDSL TN redacted be switched from Pa						

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3441	8/2/00	16:48		TG Resource	Email to TAM Resource	TG Resource	TAM Resource	TAM Resource, TG Resource	RE: BASL332023 ECCKT Causing A Problem With PB	I will check with CLEC 7 about the CFA, but we do not always get quick response... so it may be awhile. I did check with the LSC a little while back, and their records indicate CCKT invalid, and that is about all they were able to say. There is a little mor						
3442	8/2/00	16:56		TG Resource	Email to TG Resource	TG Resource, TG PB AM Resource		PB AM, TG Resource, TG Resource, TG Resource, TG Resource	Another FAX from E911 requesting TN unlock	Know you unlocked the known Napa TN's likely locked due to previous moves with TN change. Thanks! And know you will do Blackhawk as soon as our broken SecurID is returned from St. Louis. But could you please check and unlock redacted, if you have not a						
3443	8/2/00	17:08		TG Resource	Email to TG Resource	TG Resource, TG PB AM Resource		PB AM, TG Resource, TG Resource, TG Resource, TG Resource	Still another fax from E911 requesting TN unlock	This one came in today at 12:30PDT from PB Data Integrity - North. Requests we unlock redacted Result may be faxed to redacted or called in to redacted It indicates questions may be phoned to LSC at redacted. Same applies if Blackhawk. Please call PB A						
3444	8/2/00	17:16		PB AM	Email to TG Resource, TG Resource	TG Resource, TG PB AM Resource		TG Resource, TG Resource, TG Resource, TG Resource	RE: Another fax from E911 requesting TN unlock	please let me know if you are still missing a Secur Id - shouldn't that have come in by now?						
3445	8/2/00	17:22		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECC00-188 Requirements for the Ordering of Leased Facilities (Orderinf & Provisioning)					clecc_00-188.doc	
3446	8/3/00	9:29		TG Resource	Email to PB AM, TG Resource	TG Resource, TG PB AM Resource		TG Resource, TG Resource, TG Resource, TG Resource	RE: Blackhawk SecurID replacement (Vantive # 3431000)	TG Resource called the ISC with me on 7/7 to report broken SecurID for Blackhawk (UID bhc000). As instructed, we overnighted it to PB Resource at SBC St. Louis. Understanding was it would be fixed/replaced and returned within a few days. On Tuesday 8/1						
3447	8/3/00	9:50		5 GXS	called IS Call Center	TG Resource			got ID/password reset							



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3448	8/3/00	10:45		TG Resource	Email to PB Resource	TG Resource	PB AM, IS Call Center	TG Resource, TG Resource, TG Resource	Attn:PB Resource Re: Vantive # 3586569 DataGate v.10.0 Due date transaction inconsistency	PB Resource (ISC) called yesterday and indicated you needed the key to decipher the data elements in our transactions, and especially the error codes and text messages returned. Hopefully, the following will clarify adequately.						
3449	8/3/00	10:47		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource, TG Resource, TG Resource	RE: Still another Fax from E911 requesting TN unlock	Since this is Blackhawk, can you please help by unlocking redacted?						
3450	8/3/00	11:03		TG Resource	Email to TG Resource, TG Resource	TG Resource, TG Resource, TG Resource	PB AM	TG Resource, TAM Resource, TAM Resource, PB AM, TG Resource, TG Resource	Fax from PacBell to Supp BH260021PE001228 to Cancel or new DD	Could you please track this order down and return to CAP so they can provide the appropriate Supp? Received a PacBell 30-day cancellation notice fax at 4:29PM PDT yesterday 8/2 from PB Resource(return fax redacted). Since Blackhawk order BH260021PE001228						
3451	8/3/00	11:39		TG Resource	Email to TG Resource, TG Resource	TG Resource, TG Resource, TG Resource	PB AM	TG Resource, TAM Resource, TAM Resource, PB AM, TG Resource, TG Resource	RE: Fax from PacBell to Supp BH260021PE001228 to Cancel or new DD	TG Resource received an Email from CLEC resource that he tried testing BH260021PE001228 on 7/31 and the CFA:7038/T3/24 does not exist. CLEC resource was going to verify with the provisioner on 8/1 and let TG resource know the status. TG resourc ehas not						

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3452	8/3/00	12:36		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TG Resource	RE: Another fax from E911 requesting TN unlock	Did we do the right thing regarding unlocking the old TN on conversion with TN moves? Appreciate any clarification you may be able to provide.						
3453	8/3/00	12:40		IS Call Center	Fed ex to Blackhawk Comm	TG Resource			SecurID	Blackhawk SecurID card and letter						
3454	8/3/00	13:49		PB AM	Email to TG Resource	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TG Resource	RE: Another fax from E911 requesting TN unlock	What happens on the move order is that we don't get old address so we can't do the unlock of the old TN and need the CLEC to put in the unlock. Note that the move request does not "lock" the TN - TNs are normally locked unless we receive an instruction t						
3455	8/3/00			Pacific Bell	Mail to Camino Comm				Camino Comm billS (2)	Bill: \$278.46, Account 0234207198 555S4066 Statement Date 7/20/00 2) \$294.76, Account 0237207198 555N1160, Statement Date 7/20/00						
3456	8/3/00			Pacific Bell	Mail to Napa Telecomm				Napa Telecomm bill	Bill: \$407.67, Account 0234208702 555s1066, Statement Date 7/20/00						
3457	8/3/00			Pacific Bell	Mail to Blackhawk Comm				Blackhawk Comm bill	Bill: \$469.27, Account 0237208416 555N5160, Statement Date 7/20/00						
3458	8/3/00			Pacific Bell	Mail to Discovery Comm				Discovery Comm billS (2)	Bill: \$88.09, Account 0234207069 555S0066 Statement Date 7/20/00 2) \$112.69, Account 0237202395 555N3160, Statement Date 7/20/00						
3459	8/3/00	15:27-23:27		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #731, 732, 733 no dial tone, loss of subscriber lines, loss of exchange cables						
3460	8/3/00	15:50		Accessible Letter	Email to TG Resource	TG Resource	redacted		Accessible Letter	CLECCS00-122 PACIFIC BELL Clarification of procedures to check status of a CRIS Service Order for Line Sharing					<a href="#">cleccs_00-122.doc</a>	
3461	8/3/00	15:58		TG Resource	Email to TG Resource	TG Resource, TG Resource	PB AM Resource	TG Resource, TG Resource, TG Resource	RE: Still another Fax from E911 requesting TN unlock	Here's the name and address associated with redacted, the blackhawk unlock.redacted Concord, CA 94518 We only have two orders processed for readacted, a conversion and a supp to change the features. Both contained the EUC=Y.On the NAPA TN unlock, redacte						
3462	8/3/00	16:00		Accessible Letter	Email to TG Resource	TG Resource	redacted		Accessible Letter	CLECC00-189 Chang in cut-Off Date for Eceipt of Interim Line Sharing Applications by SBC (Ordering and Provisioning)					<a href="#">clecc_00-189.doc</a>	

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3463	8/3/00	16:24		TG Resource	Email to PB AM			TG Resource, TG Resource, TG Resource, TG Resource	LNPO Orders	See Related Notes						LNPO Orders.msg
3464	8/3/00	18:11		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource, TG Resource	FW: CLECCTS00-034 SOUTHERN NEW ENGLAND TELEPHONE - Correctins to CMIS Documentation for Ordering and Pre-Ordering	PB AM - wondered how/why we received this?						
3465	8/3/00	19:48		PB AM	Email to TG Resource	TG Resource	PB AM	TG Resource, TG Resource, GXS CPUC EDI TEAM, TG Resource	RE: CPUC/PacBell Datagate Down Issue	It's been a week since last reported failure; could you please let me know if you have seen this problem since then?						
3466	8/3/00	19:54		PB AM	Email to TG Resource, TG Resource	TG Resource, TG Resource	PB AM	TG Resource	RE: CLECCTS00-034 SOUTHERN NEW ENGLAND TELEPHONE - Correctins to CMIS Documentation for Ordering and Pre-Ordering	Don't know why you got this letter; occasionally I do get one in error from the one of the other regions. At the CLEC User Forum in California last week we discussed options for changing the Accessible Letter process; one proposal would be to send out on						

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3467	8/3/00	20:04		PB AM	Email to TG Resource, IS Call Center	TG Resource	PB AM, IS Call Center	TG Resource, TG Resource, TG Resource, TG Resource	Vantive # 3586569 due date inconsistency	TG Resource: I changed the Subject line on this because we had two different messages going around with the same name -- too confusing for me! I talked to PB Resource about the problem with successive queries; I told them we would need to escalate if no r						
3468	8/3/00	20:59		PB AM	Email to TG Resource, TG Resource	TG Resource, TG Resource	PB AM		FW: APK CNR INFO FOR AUGUST	See Related Notes						APK CNR INFO FOR AUGUST
3469	8/4/00	1:28-20:30		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 731, 734, 736-738 no dial tone, loss of carrier systems, loss of exchange cable						
3470	8/4/00	12:27		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource	FW: Attn: PB Resource RE: Vantive # 3586569 DataGate Due Date transactions	Did you receive the red highlighting in this one?						
3471	8/4/00	12:27		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource	RE: Blackhawk's LEX Test Request	PB AM - Any word from PB Resource on status? Thanks! TG Resource						

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3472	8/4/00	12:28		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TG Resource, RE: Vantive # 3586569 due date inconsistency	Believe the only items highlighted were the 9999 return codes indicating error.							
3473	8/4/00	12:29		TG Resource	Email to TAM Resource, TAM Resource, TG Resource	TG Resource, TG Resource	PB AM	TG Resource	FW: CLECC00-188 Requirements for the Ordering of Leased Facilities (Ordering & provisioning)							
3474	8/4/00	12:30	5 GXS		called LSC to reset password	TG Resource	PB Resource		reset E911 password, call 1	the reset didn't work						
3475	8/4/00	13:45	5 GXS		called LSC to reset password	TG Resource	PB Resource		reset E911 password, call 2	PB Resource to change password, but he said to dial new #, redacted						
3476	8/4/00	14:00		PB AM	Phone call to TG Resource	TG Resource	PB AM		Test orders through LEX.1	PB AM called to tell me that the P*B were ready to run the test orders through the test version of LEX. I said I would go ahead and get the orders done. Also talked about how P*B handles LNP orders in the LOC and Frames areas, as we had this outstanding i						
3477	8/4/00	14:05	5 GXS		called new #	TG Resource	PB Resource		reset E911 password, call 3	change password to redacted not working						
3478	8/4/00	14:12		PB AM	Email to TAM Resource, TAM Resource	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, RE: Friendly redacted & possible call today	Looking at Mr. redacted bill, we see that the last call before the interruption occurred was June 20 and calling resumed on July 2. Therefore, we have adjusted his monthly service for the period June 21 through July 1. The adjustment should appear on his							
3479	8/4/00	14:14		PB AM	Email to TG Resource	TG Resource	PB AM	TG Resource	RE: Attn: PB Resource RE: Vantive # 3586569 DataGate Due Date transactions	nope - no speical formatting or colors come across						

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	GEIS Contact	PacBell Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
3480	8/4/00	14:15	5	GXS	called new #	TG Resource	PB Resource		reset E911 password, call 4	checking serial # on Secur Card, reset password again, still not working, conferenced in Willie, got a new password, now it works						
3481	8/4/00	14:16		PB AM	Email to TG Resource	TG Resource	PB AM		color testing	so in this one, I've changed to "Rich Text". This is in blue This line is in red and bold. can you tell? If you want to test it, you could reply back to me and also forward back to me and I'll let you know what appears here						
3482	8/4/00	14:19		PB AM	Email to TG Resource	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, 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3486	8/4/00	15:15		PB AM	Email to TG Resource, TG Resource	TG Resource, TG Resource	PB AM	TG Resource, TG Resource, TG Resource	Blackhawk SecurId	I understand that Blackhawk's replacement Secur Id for E911 Gateway access was sent overnight mail to you on Monday, July 31. Could you please let me know if you have received it and it is working properly?						
3487	8/4/00	15:36		TG Resource	Email to TAM Resource	TG Resource	TAM Resource	TAM Resource, TG Resource	RE: BASL332023 ECCKT Causing A Problem With PB	TAM Resource, TG Resource have followed up with CLEC 7 on BASL332023. Here's a copy of the emails. I also called the LSC and talked to PB resource on 8/4 1:30pm PDT who said the ECCKT was disconnected and that she couldn't give me the PON or C order numb						
3488	8/4/00	15:38		TG Resource	Email to TG Resource	TG Resource, TG Resource	PB AM	TG Resource, TG Resource, PB AM, TG Resource	RE: Blackhawk SecurId	TG Resource- Did we receive anything on Tuesday, or since then? Please respond, so PacBell can put a trace on the shipment if necessary. BR, TG Resource						
3489	8/4/00	15:39		TG Resource	Email to PB AM, TG Resource	TG Resource, TG Resource	PB AM	TG Resource, TG Resource	RE: Blackhawk SecurId	Yes the secure ID was received and it is working properly. We will send the remaining Blackhawk locked TNs this evening.						
3490	8/4/00	15:55		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECCS00-123 PACIFIC BELL - LEX Initial Requirements for September 23, 2000					<a href="#">clecc_00-189.doc</a>	
3491	8/4/00	16:06		PB AM	Email to TG Resource	TG Resource	PB AM	TG Resource	RE: Color testing	you're right - no colors or bold came back in this one either.						
3492	8/4/00	16:30		TG Resource	Phone with PB Resource	TG Resource	PB Resource		tying up loose ends	Another call with PB Resource tying up the loose ends on the test orders, and clearing up a LEX versioning question.						
3493	8/4/00	16:45		TG Resource	VMX to PB AM	TG Resource	PB AM		FOCd test orders	VMX to PB AM informing her that the two test orders had FOCd, and PB Resource was satisfied with the result. PB Resource would be sending back the SOC's in later in the day						
3494	8/4/00	16:56		TG Resource	Email to PB AM, TG Resource	TG Resource, TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource	RE: Blackhawk 's LEX Test Request	The two orders have FOCd, and PB Resource has checked them out. She said she will return SOC's later today. We tested this on TestLEX version 3.7.0						

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3495	8/5/00	7:49-8:04		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 739 loss of carrier systems						
3496	8/5/00			Pacific Bell	Mail to Camino Comm				Camino Comm bill	Bill: \$307.59, Account 0237237198 555N8160 Statement Date 7/23/00						
3497	8/5/00			Pacific Bell	Mail to Napa Telecomm				Napa Telecomm bills (2)	Bill: \$175.08, Account 0237228702 555N6160, Statement Date 7/22/00 2) \$275.85, Account 0234228702 555S9066, Statement Date 7/22/00						
3498	8/5/00			Pacific Bell	Mail to Blackhawk Comm				Blackhawk Comm bill	Bill: \$192.13, Account 0237228416 555N3160, Statement Date 7/22/00						
3499	8/6/00	16:40-16:55		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #742, all call dropped						
3500	8/7/00	0:43-21:50		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 743-748, all calls dropped, loss of carrier system, loss of toll cables, loss of network element						
3501	8/7/00	9:00		Pacific Bell	Airborne Express to Blackhawk/Discovery				Invoices to Blackhawk/Discovery	Blackhawk Accounts dated 7/26/00, * # 273530-2517-734-160-N, \$24374.41, * #273530-2518-694-160-N, \$93.75, * # 272530-2474-562-160-N, \$787.81, * # 272530-2473-384-160-N, \$7438.17, * #272530-2472-421-160-N, \$98.90, * 373530-2519-495-066-S, \$10198.1						
3502	8/7/00	12:00		5 GXS	called LSC	TG Resource			ECCKT problem	was told order needed cable pair info, so we reentered order with cable pair info, and still got invalid ECCKT message						
3503	8/7/00			Pacific Bell	Mail to Camino Comm				Camino Comm bills (2)	Bill: \$670.62, Account 0234257198 555S9066 Statement Date 7/25/00 2) \$297.42, Account 0237257198 555N6160, Statement Date 7/25/00						
3504	8/7/00			Pacific Bell	Mail to Napa Telecomm				Napa Telecomm bill	Bill: \$145.64, Account 0234258702 555S6066, Statement Date 7/25/00						
3505	8/7/00			Pacific Bell	Mail to Blackhawk Comm				Blackhawk Comm bill	Bill: \$564.02, Account 0234258416 555S3066, Statement Date 7/25/00						
3506	8/7/00			Pacific Bell	Mail to Discovery Comm				Discovery Comm bills (2)	Bill: \$32.04, Account 0237252395 555N8160 Statement Date 7/25/00 2)\$218.30, Account 0234257069 555S5066, Statement Date 7/25/00						
3507	8/7/00			Pacific Bell	Mail to Discovery Comm				Discovery Customer Service Record	Customer Service Record dated 7/28/00, Account 6264312837, \$48.04						
3508	8/7/00	19:26		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECCS00-124 PACIFIC BELL - Final Requirements for the Exception Request for DataGate Pre-Ordering Release 11.1 and 10.1 for September 24, 2000					cleccs_00-124.doc	



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3509	8/7/00	19:27		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECCS00-125 PACIFIC BELL Initial Requirement Notice of Service Assurance Functionality in Pacific Bell Service Manager Applications (PBS M)					cleccs_00-125.doc	
3510	8/7/00	19:28		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECCS00-126 "Pacific Bell - Final Requirements for EDI/CORBA Local Pre- Ordering Exception Release 2.2.1 and 2.3.1 for September 24, 2000"					cleccs_00-126.doc	
3511	8/7/00	17:06		TG Resource	Email to TG Resource	TG Resource	TG Resource	TG Resource, TG Resource, TG Resource	Re: New Datagate CLEC's Access	Please call the ISC at redacted to resolve this. Coincidentally one of the two new Blackhawk ID's is in your name (bhc013, PRAF password redacted) ISC will request UID as well as DG version (10.0) and where we access (LSP West for PacBell California) Plea						
3512	8/7/00	20:13		PB AM	Email to TG Resource	TG Resource	PB AM		Re: Datagate Due Date Problem-Vantive Ticket 3586569	As we discussed last week, I escalated this issue today with the person sitting in for PB Resource who is on vacation. He has promised to have a status/ update for me in the morning, California time. I will share it with you as soon as I get it. PB AM						
3513	8/7/00	13:45		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource, STG Resource, TG Resource, TG Resource	Re: New Datagate CLEC's Access	TG resource indicates he is receiving our old Service -not registered message for Blackhawk. Will report to the ISC using valid Blackhawk ID. If there is anything else we may need to do please advise						
3514	8/7/00	15:02		PB AM	Email to TG Resource	TG Resource	PB AM		New Datagate CLEC's Access	Here are the ids that were set up for the other CLECS. Let me know how these work						
3515	8/7/00	16:51		PB AM	Email to TG Resource	TG Resource	PB AM	TG Resource, STG Resource, TG Resource, TG Resource	Re: New Datagate CLEC's Access	My hunch is the password may have expired. These were set yp in April ready to use in prodeuction as well as test. If that is the case, IS Cass Center should be able to reset without much trouble						
3516	8/8/00	12:44		TG Resource	Email to TG Resource	TG Resource			Another E911 unlock	Received message at 11:23 AM EDT today fromPB ResourcePB E911 requesting we unlock Blackhawk TN redacted, and give her a call at redacted when complete. Would you please do this? Thanks in advance for attending to this. BR, TG Resource						
3517	8/8/00	13:41		PB AM	Email to TG Resource	TG Resource	PB AM		Re: LNPO Orders	Inetresting investigation as always. The first PON in your email (BH726021PE001325) was one of 4 lines billes together on the retail account but for whatever reason, you sent in individual LSRs to port each TN. (Remember, partial migrations do not "flo						

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3518	8/8/00	16:12		TG Resource	Email to TG Resource	TG Resource			Another E911 unlock	I've sent the unlock transaction for Blackhawk TN redacted, the batch ID is C22. I Called Ms. PB Resource and let her know I'd sent it and what the batch ID was.						
3519	8/8/00	16:44		Pacific Bell	Fax to BlackHawk Communications		PB Resource		30 day cancellation notification	PON: BH272021PE001230						
3520	8/8/00	17:17		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECC00- 190 "Performance Measures Extranet Change (Other)- California"					<a href="#">clecc_00-190.doc</a>	
3521	8/8/00	17:28		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECC00- 191 "Notification of additional category of Approved Installation Vendors for Caged and Cageless Collocation (Network Operations)- California"					<a href="#">clecc_00-191.doc</a>	
3522	8/8/00	17:44		PB AM	Email to TG Resource, TG Resource, TG Resource	TG Resource	PB AM		CAMINO: Resale transition to SF	Many of our resale accounts ar being moved from Atlanta LSC to the SF LSC. Camino will move effective Aug. 14. As you are not currently doing much Resale. I don't think this will have much impact- but I want to make sure you get all the official notifica						
3523	8/8/00	19:29		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECC00-192 "Enhancement to 7- State Batch DSL Planning Tool (Ordering & Provisioning)- California"					<a href="#">clecc_00-192.doc</a>	
3524	8/8/00	19:33		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECC00-193 "Resale Local Service Center- Customer Care- Califo mia"					<a href="#">clecc_00-193.doc</a>	
3525	8/8/00	19:33		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECC00-193 "Resale Local Service Center- Customer Care- Califo mia"					<a href="#">clecc_00-193.doc</a>	
3526	8/8/00	8:30		Pacific Bell	Airborne Express to Napa Telecom				Daily shipment report	OCN 6169, LC46, Daily Shipment Report, PB Cycle 6712 Dated 8/3/00						
3527	8/8/00	8:30		Pacific Bell	Airborne Express to Camino Comm				Daily shipment report	OCN 7265, LC46, Daily Shipment Report, PB Cycle 6712 Dated 8/3/00						
3528	8/8/00	8:30		Pacific Bell	Airborne Express to Discovery Comm				Daily shipment report	OCN 0575, LC46, Daily Shipment Report, PB Cycle 6712 Dated 8/3/00						
3529	8/8/00	8:30		Pacific Bell	Airborne Express to Blackhawk Comm				Daily shipment report	OCN 8587, LC46, Daily Shipment Report, PB Cycle 6712 Dated 8/3/00						
3530	8/8/00	12:00		5 GXS	called LSC	TG Resource	PB Resource		ECCKT problem	was told the predecessor order was not worked, and circuit is not in their billing system						
3531	8/8/00			Pacific Bell	Mail to Napa Telecomm				Napa Telecomm bills (2)	Bills: \$206.88, Account 0234288702 555S3066, Statement Date 7/28/00 2) \$204.49, Account 0237268702 555N2160, Statement Date 7/26/00						
3532	8/8/00			Pacific Bell	Mail to Blackhawk Comm				Blackhawk Comm bill	Bill: \$543.32, Account 0234288416 555S0066, Statement Date 7/28/00						
3533	8/8/00			Pacific Bell	Mail to Discovery Comm				Discovery Comm bill	Bill: \$541.44, Account 0234287069 555S2066, Statement Date 7/28/00						

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	GEIS Contact	PacBell Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
3534	8/8/00	17:35-23:15		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 750, 751 loss of working pairs, damage to exchange cables						
3535	8/8/00	19:44		Pacific Bell	Fax to Blackhawk Comm	TG Resource	PB Resource		PB 30 calendar days notification letter to CLEC	PON BH272021PE001230 needs a SUP1 or SUP2						
3536	8/9/00	4:49-18:03		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 752-754, loss of carrier systems						
3537	8/9/00	11:03		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource, TG Resource, TG Resource	Re: Blindness Implications	Just found out via TG Resource, who was speaking to PB Resource at the LSC, that there is a special group to handle four CLEC's employing shared facilities, in which Blackhawk is included. Operationally a special group to handle these orders may make perle						
3538	8/9/00			Pacific Bell	Mail to Camino Comm				Camino Comm bill	Bill: \$271.45, Account 0237017198 555N4160 Statement Date 8/1/00						
3539	8/9/00			Pacific Bell	Mail to Napa Telecomm				Napa Telecomm bills	Bill: \$299.08, Account 0237018702 555N1160, Statement Date 8/1/00						
3540	8/9/00			Pacific Bell	Mail to Blackhawk Comm				Blackhawk Comm bills	Bill: \$321.60, Account 0237018416 555N8160, Statement Date 8/1/00						
3541	8/9/00			Pacific Bell	Mail to Discovery Comm				Discovery Comm bills	Bill: \$291.87, Account 0237012395 555N6160 Statement Date 8/1/00						
3542	8/9/00	15:34		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECCS00- 196 "Changes in Dates for New Access Tandems (Ordering and Provisioning) - California"					<a href="#">clecc_00-196.doc</a>	
3543	8/9/00	15:35		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECC00-196 "Changes in Dates for New Access Tandems (Ordering and Provisioning)- California"					<a href="#">clecc_00-196.doc</a>	
3544	8/9/00	15:53		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECC00- 194 "Notification of Value Promise Plus Winning Location Promotion (Ordering and Provisioning)- California"					<a href="#">clecc_00-194.doc</a>	
3545	8/9/00	15:54		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECC00- 195 "Notification of Value Promise Plus Winning Numbers Promotion- California"					<a href="#">clecc_00-195.doc</a>	
3546	8/9/00	17:29		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECCS00- 128 "Pacific Bell- Announcement of General Availability of Broadband Ordering Profile GUI"					<a href="#">clecc_00-128.doc</a>	
3547	8/9/00	17:30		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECCS00- 127 "Pacific Bell- Initial Requirements Exception Request for Data Gate Local Pre-Ordering Release 12.0 for December 9, 2000"					cleccs_00-127.doc	

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3548	8/9/00	17:35		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECCS00-129 "Pacific Bell- Revision to Access Service Request (ASR) & CESAR to BDS Telis/ EXACT Migration Workshop Seminar"					cleccs_00-129.doc	
3549	8/9/00	17:54		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECC00- 195 "Notification of Value Promise Plus Winning Numbers Promotion- California"					<a href="#">clecc00_00-195.doc</a>	
3550	8/9/00	14:11		TG Resource	Email to TG Resource	TG Resource	PB AM	TG Resource, TG Resource	Re: New Datagate CLEC's Access	I called the IS call center & the call center brought on database support. They require the following information to research this:1) complete service address that we are trying to connect to, I think he called it the X.500 address 2) complete error messa						
3551	8/9/00	23:16		TG Resource	Email to PB AM	TG Resource	PB AM	TAM Resource, TAM Resource, TG Resource, TG Resource	RE: SWA00-198 PACIFIC BELL Access Service Request (ASR) & CE SAR to BDS Tellis / EXACT Migration Workshop	Is there anything we need to do, considering we should be done before December? What are the implications of no action? Thanks!						
3552	8/10/00	9:21-21:45		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 756-758, failure of a titan network element, loss of carrier systems, damage to exchange cables						
3553	8/10/00	9:41		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECCS00-130 "Pacific Bell- Initial Requirements Exception Request for EDI/ CORBA Local Pre- Ordering Release 2.4.0 for December 9, 2000"					cleccs_00-130.doc	
3554	8/10/00	13:57		PB AM	Email to TG Resource	TG Resource	PB AM	TAM Resource, TAM Resource, TG Resource, TG Resource	RE: SWA00-198 PACIFIC BELL Access Service Request (ASR) & CE SAR to BDS Tellis / EXACT Migration Workshop	The change in December for Local Products is for ordering but not billing. Billing of UNE products are in Phase 2 and will not change until sometime in 2001.						
3555	8/10/00	14:45		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECC00- 197 "Notification of Collocation Services Handbook for Virtual Collocation (Ordering & Provisioning) - California"					clecc_00-197.doc	
3556	8/10/00			Pacific Bell	Mail to Camino Comm				Camino Comm bill	Bill: \$18.50, Account 0234027198 555S6066 Statement Date 8/2/00 2) \$205.81, Account 0237027198 555N3160, Statement Date 8/2/00						
3557	8/10/00			Pacific Bell	Mail to Blackhawk Comm				Blackhawk Comm bill	Bill: \$132.45, Account 0234028416 555S0066, Statement date 8/2/00						

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3558	8/10/00	15:13		Larine Betts	Email to PB AM and TG Resource (GXS)	TG Resource	PB AM	TAM Resource, TG Resource, TG Resource, TAM Resource	RE: SWA00-198 PACIFIC BELL Access Service Request (ASR) & CE SAR to BDS Tellis / EXACT Migration Workshop	I am confused, the Accessible Letter indicates that the PB CABS bills will be replaces by the SBC CABS bills in the December bill cycle. Is there just nothing that needs to be done on the part of the Pseudo-CLEC for this change over? Thanks						
3559	8/10/00	15:20		5 LSC	LSC called	TG Resource	PB Resource		CFA in use	sent back to TAM						
3560	8/10/00	16:12		Pacific Bell	Fax to Napa Comm				Migration/Configurati on Notifications (3)	TN #s 1) redacted 2) redacted, contact TG Resource Salinas 3) TN redacted, contact redacted						
3561	8/10/00	17:21		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECC00- 198 "Voluntary Trial Process Announcement-Line Sharing- HFPL (Ordering and Provisioning)- California"					<a href="#">clecc_00-198.doc</a>	
3562	8/10/00	13:38		TG Resource	Email to TG Resource, TG Resource TG Resource	TG Resource		TG Resource, TG Resource, TG Resource	Database Update	Forgot to send this out last night. This will be a follow-up to the TG Redouce original message. I do not have the Vantive ticket numbers at home, so please reference TG resource. I applied the new port number to the database bridge(blackhawk). The result						
3563	8/10/00	18:34		TG Resource	Email to TG Resource, TG Resource TG Resource	TG Resource		TG Resource, TG Resource	RE: SWA00-198 PACIFIC BELL Access Service Request (ASR) & CE SAR to BDS Tellis / EXACT Migration Workshop	There are two phases for this conversion. CLEC ordering is included in Phase 2, but as noted in the asterisk footnote, billing changes later.Please give me a call if it would help to talk through the letter. Perhaps there is some other section of it tha						
3564	8/10/00	18:54		PB Data Integrity Unit	Fax to Blackhawk Comm	TG Resource	PB Resource		E9-1-1 Fax	949-830-5426 TN needs unlock transaction to be sent through the MS Gateway						
3565	8/10/00	20:38		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TG Resource	Data Gate IP and Port Info for Three P-CLEC's	It appears all our DataGate pre-order queries have been going in under Napa. In order to rectify this, we are looking for assigned IP addresses and Port numbers for Blackhawk, Camino, and Discovery. We also need corresponding UUID's (or can I pull them						

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3566	8/10/00	20:40		TG Resource	Email to TG Resource, TG Resource, TG Resource,	TG Resource		TG Resource, TG Resource, TG Resource	Re: Datagate Update	TG Resource and team - Thanks for remembering in each Vantive ticket and related ISC calls, we can reference one and only one P-CLEC name due to blindness. Thanks, TG Resource						
3567	8/11/00	2:53-20:26		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 759, 760 loss of service, loss of carrier system						
3568	8/11/00	8:00		5 LSC	LSC called	TG Resource	PB Resource		assigned pair, 519, is pre-provisioned as an assured/basic loop	this test case is a LNPL, sent back toTAM						
3569	8/11/00	8:43		Pacific Bell	Airborne Express to Discovery Comm				Daily shipment report	OCN 0575, LC46, Daily Shipment Report, PB Cycle 6717 Dated 8/10/00						
3570	8/11/00			Pacific Bell	Mail to Napa Telecomm				Napa telecomm bills	Bill: \$143.26, Account 0237048702 555N8160, Statement Date 8/4/00 2) \$690.02, Account 0234048702 555S1066						
3571	8/11/00			Pacific Bell	Mail to Blackhawk Comm				Blackhawk Comm bill	Bill: \$81.73, Account 0237048416 555N5160, Statement Date 8/4/00						
3572	8/11/00			Pacific Bell	Mail to Camino Comm				Camino Comm bill	Bill: \$222.40, Account 0234047198 555S4066, Statement Date 8/4/00						
3573	8/11/00	12:10		PB AM	Email to TG Resource	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TG Resource	Re: DataGate IP and Port for three P-CLEC's	here's the exchange of emails John and I have had about the other 3 CLECs accessing DataGate. Did you try a call to the ISCC to request a password reset?						
3574	8/11/00	12:18		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECCS00- 131 "Pacific Bell- Exception Request Regarding the Delay in Implementing the August 13th Enhancements to Toolbar Version 6.0.0"					<a href="#">cleccs_00-131.doc</a>	
3575	8/11/00	15:06		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECCS00- 133 "Pacific Bell- Clarification for Version 03.01 EDI/LSR as a Result of Version 03.02 Release on August 12, 2000"					<a href="#">cleccs_00-133.doc</a>	
3576	8/11/00	15:08		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECCS00- 132 "Pacific Bell- Verigate Emergency Release 6.7.2"					<a href="#">cleccs_00-132.doc</a>	
3577	8/11/00	15:11		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECC00- 199 "Correction to Notification of Collocation Service Center Address Change (Ordering and Provisioning)- California"					<a href="#">clecc_00-199.doc</a>	

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3578	8/11/00	15:38		PB AM	Email to TG Resource	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TG Resource	Re: Blindness Implications	I asked one of the supervisors in the LSC to follow up on TG Resource message. Here's what she learned. The Service Rep in question has only recently joined Customer Care. There may have been miscommunication and/or a misunderstanding with the informati						
3579	8/11/00	16:10		5 LOC	LOC called	TG Resource	PB Resource		circuit on BASL838024 was disconnect on 8/3	sent back to TAM						
3580	8/11/00	16:51		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECC00-200 "CLEC User Forum Meeting Schedule (Meeting)- California"					clecc_00-200.doc	
3581	8/11/00	16:53		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECC00-201 "Public Utility Commission's final order in Decision 99-11-028 (Business Process)- California"					clecc_00-201.doc	
3582																
3583	8/12/00	1:15 - 13:38		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 762, 763 loss of non-channelized carrier system, loss of carrier system						
3584	8/13/00	10:59 - 11:43		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial # 764, 766 loss of four SLC 5 systems, loss of carrier system						
3585	8/14/00	0:06 - 0:22		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial # 765, loss of seven SLC series 5 systems						
3586	8/14/00	8:30		Pacific Bell	Airborne Express to Napa Telecom				Daily shipment report	OCN 6169, LC46, Daily Shipment Report, PB Cycle 6717 dated 8/10/00						
3587	8/14/00	8:30		Pacific Bell	Airborne Express to Camino Comm				Daily shipment report	OCN 7265, LC46, Daily Shipment Report, PB Cycle 6717 dated 8/10/00						
3588	8/14/00	8:30		Pacific Bell	Airborne Express to Blackhawk Comm				Daily shipment report	OCN 8587, LC46, Daily Shipment Report, PB Cycle 6717 dated 8/10/00						
3589	8/14/00	13:10		TG Resource	Phone call to IS Call center ( Joe, Bob)	TG Resource	PB Resource		New Data Gate CLECs Access/ Vantive #'s 3638326, 3638505	3638326 is closed because the 3638505 is the ticket they are using to handle this. Anyways, I spoke with PB REsource in DG support and they are going to look at this again and call me back. Apparently it is causing confusion since we have two tickets ope						

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3590	8/14/00	13:31		TG Resource	Email to TG Resource, TG Resource, TG Resource	TG Resource			Re: New Datagate CLEC's Access	2000/08/14 @13:10 - Contacted ISC - PB Resource answered. I requested to speak to PB Resource in DG Support 3638326 is closed because the 3638505 is the ticket they are using to handle this. Anyways, I spoke with TG Resource in DG support and they are going yet another account moving to SF - for Resale only. PB AM						
3591	8/14/00	15:49		PB AM	Email to TG Resource, TG Resource	TG Resource	PB AM	TG Resource	Blackhawk to San Francisco LSC	redacted> <<RLSC Letter_.doc>> > <<resale notification letter_.doc>>						
3592	8/14/00	16:01		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource	RE: Blackhawk to San Francisco LSC	Couldn't think of a nicer place to move to....Thanks TG Resource						
3593	8/14/00	17:23		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECC00-202 *Notification of Central Offices Unavailable for Physical Collocation Space (Ordering & Provisioning)- California"					clecc_00-202.doc	
3594	8/14/00	17:24		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECC00-203 *California PUC Decision 00-07-019 (Ordering & Provisioning)- California"					clecc_00-203.doc	
3595	8/14/00	17:26		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECC00-204 * Notification of FCC Tariff Withdrawal of Flexible Automatic Number Identification Charge Related to Payphone Service (Billing) - California					clecc_00-204.doc	
3596	8/14/00	18:51		PB AM	Email to TG Resource	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource	Re: DataGate IP and Port for three P-CLEC's	Could you please let me know how this is going? Have you been able to set up ok under the other 3 CLEC's? I could ask the Datagate developers but sort of hate to raise any issues						
3597	8/15/00	0:52 - 23:53		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 768 - 770, 773 loss of carrier system, loss of exchange cables						
3598	8/15/00	9:22		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TG Resource	RE: Vantive #3638326- DataGate access for other three P-CLEC's	I saw TG Resource this AM, and he mentioned that it is apparently not a password problem. The Datagate folks are continuing their investigation. Do you think it would be helpful to arrange a SME call as we did when addressing the weekly *Service_Not_Regis						
3599	8/15/00	9:55		5 LOC	LOC called	TG Resource	PB Resource		no access to customer location	sent back to TAM						



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3600	8/15/00	10:16		LSC	Fax to Napa	TG Resource			Reconfiguration Notification - redacted	TG Resource						
3601	8/15/00	10:22	5 LOC	LOC called	LOC called	TG Resource	PB Resource		customer refused access for a 2nd time	sent back to TAM						
3602	8/15/00	10:47		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TG Resource, TG Resource	RE: Vantive #3638326- DataGate access for other three P-CLEC's	TG Resource just reported that Blackhawk is up on Datagate. Word was there was a minor configuration file problem (uppercase "B"lackhawk rather than "b"lackhawk) Now for Camino and Discovery, we still need to know the designated port numbers for Datagate a						
3603	8/15/00	11:28		PB AM	Email to TG Resource	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TG Resource	RE: Vantive #3638326- DataGate access for other three P-CLEC's	Blindness could definitely be at risk here, but I'm not sure that blindness of the DataGate support people is as critical at this time in the process as earlier. Since it has already been some time since we got the ids set up for the 3 other CLEC's, can y						
3604	8/15/00	11:33		TG Resource	Email to TG Resource, TG Resource	TG Resource		PB AM, TG Resource, TG Resource	RE: Vantive #3638326- DataGate access for other three P-CLEC's	TG Resource what do you think? Can we wait a week apiece for the last two, and ask via ISC ourselves, or would it be more expedient and less risky to ask PB AM to explain the multi-CLEC situation and obtain the port info for Camino & Discovery sooner? Th						
3605	8/15/00	11:50		TG Resource	Email to TG Resource, TG Resource	TG Resource		PB AM, TG Resource, TG Resource	RE: Vantive #3638326- DataGate access for other three P-CLEC's	I think at this point we can have PB AM expedite the last two and be done with it						
3606	8/15/00	13:03		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TAM Resource	Re: DFDT off by 12 hours	With some recent orders we are seeing a 12 hour error in the DFDT that is returned in the 855. PON BH276021PE001863 was submitted on the 850 with DFDT of DTM*992****TM*1230PM. The response 855 for this order has the DFDT of DTM*992*20000817****TM*1230.						

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3607	8/15/00	14:47		TG Resource	Email to IS Call Center	TG Resource		TG Resource, TG Resource, TAM Resource, TG Resource, PB AM, TG Resource	Attn: PB Resource- Vantive #3673620 EDI DFDT off by 12 hours	PB Resource, TG Resource referred me to new Vantive ticket #3673620 on this issue. Wanted you to have an EDI example to refer to and forward to the EDI PEOPLE AS APPROPRIATE. We view this as a critical issue, and truly appreciate your assistance in identifying						
3608	8/15/00	15:26		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource	Contacts for first half August	TG Resource attaches PacBell contact log for first half August					PacBellContactDH M2000Aug11	
3609	8/15/00	17:02	1	PB AM	VMX to TG Resource	TG Resource	PB AM		DataGate Due Date Vantive #3586569	PB AM said DataGate Middleware Support has fixed the Due Date timing problem. They would like TG Resource to repeat his test, sending queries for an hour, so they can monitor. She asked TG Resource to call the ISC when ready to test, and they will patc						
3610	8/15/00	17:57		TG Resource	Email to TAM Resource, CPUC Resource	TG Resource		TA Resource, TAM Resource, TG Resource, TG Resource, TG Resource, TA Resource, TG Resource	RE: DFDT Issue from today's risk call	I just received an update from the IS call center on this issue. The developers believe that we should be using military time!!! This does not compute since the LSOR seems pretty explicit that you use AM and PM with the DFDT as included below: We even						
3611	8/15/00			Pacific Bell	Mail to Camino Comm				Camino Comm bill	Bill: \$369.90, Account 024057198 555S3066 Statement Date 8/5/00						
3612	8/15/00			Pacific Bell	Mail to Napa Telecomm				Napa Telecomm bills	Bill: \$497.08, Account 0234058702 555S0066, Statement Date 8/5/00						
3613	8/15/00			Pacific Bell	Mail to Blackhawk Comm				Blackhawk Comm bills	Bill: \$338.90, Account 0234058416 555S7066, Statement Date 8/5/00						
3614	8/15/00			Pacific Bell	Mail to Discovery Comm				Discovery Comm bills	Bill: \$340.45, Account 0234052395 555S5066 Statement Date 8/5/00						

<u>Ref #</u>	<u>Date</u>	<u>Time (EDT)</u>	<u>Length (min's)</u>	<u>Initiator</u>	<u>Type</u>	<u>GEIS Contact</u>	<u>PacBell Contact</u>	<u>Other Parties</u>	<u>Subject</u>	<u>Comments</u>	<u>Actions:</u>	<u>Owner</u>	<u>Due Date</u>	<u>Status</u>	<u>Associated Documents</u>	<u>Related Notes</u>
3615	8/15/00			Pacific Bell	Mail to Blackhawk Comm				Blackhawk Customer Service Record	Customer Service Record dated 8/7/00, Account 9097789918, \$18.83						
3616	8/15/00	17:59		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TAM Resource	Re: DFDT off by 12 hours	I just received an update from the IS call center on this issue. The developers believe that we should be using military time!!! This does not compute since the LSOR seems pretty explicit that you use AM and PM with the DFDT as included below: We even						
3617	8/15/00	18:56		PB AM	Email to TG Resource	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TAM Resource	Re: DFDT off by 12 hours	I was wondering if this might be the issue you said the difference was exactly 12 hours. As I recall, it is one of those EDI vs LSOR issues. Look at TCIF table 13- OBF?X12 TIME format Conversion, where it specifies that X12 time is in 24 hour format. In t						
3618	8/16/00	10:18	5 ISC	Phone TG Resource	TG Resource	PB Resource			DataGate Due Date Vantive #3586569	PB Resource called to request TG Respurce re-run his test, sending five transactions, sleeping for ten seconds, and repeating for one hour. They asked TG Resource to call them when we are ready, or to report when testing commenced.						
3619	8/16/00	10:30	2 ISC	Phone TG Resource	TG Resource	PB Resource			DataGate Due Date Vantive #3586569	PB Resource called to modify their request. They would like TG Resource to start his test at or after 11AM EDT. OK to call ISC after test has started.						
3620	8/16/00	13:45	5 LOC	LOC called	TG Resource	TG Resource			busy channel pair, work on redacted which is over a year old	sent back to TAM						
3621	8/16/00	14:23	1 PB Resource	VMX to TG Resource	TG Resource	PB Resource			DataGate Due Date Vantive #3586569	PB Resource requested a specific time be agreed to forTG Resource est so SORD server debug can be activated.PB Resource suggested 3:30PM CDT or first thing tomorrow.						
3622	8/16/00	14:35	10 TG Resource	Phone ISC	TG Resource	PB Resource			DataGate Due Date Vantive #3586569	PB Resource patched in PB REsouce, and all agreed on 10AM EDT, 9AM CDT for TG Resource to run his test.						
3623	8/16/00	15:23 - 16:20		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 775-777 loss of cable pairs, loss of network element, loss of exchange cable						
3624	8/16/00	16:45		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECCS00- 136 "Pacific Bell- Invitation to Discussion of Federal Slamming Order"					cleccs_00-136.doc	
3625	8/16/00	16:41		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECC00-206 "Confirmation and Agenda for August 23rd CLEC User Forum Meeting- California"					<a href="#">clecc_00-206.doc</a>	

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	GEIS Contact	PacBell Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
3626	8/16/00	16:43		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECCS00- 134 "Pacific Bell- LEX Final Requirements for September 23, 2000"						cleccs_00-134.doc
				PB AM	Email to TG Resource, TG Resource, TAM Resource, TG Resource	TG Resource, TG Resource		TG Resource, TAM Resource, Tg Resource, TG Resource	RE: Napa - Customer Not Ready	I've gotten a reminder notice about PO000179695E. Evidently it still has not been either worked or cancelled. Did it get pushed out again? August 23 is the cancellation date, if the order has not been completed. Please let me know if you have any quest						
3627	8/16/00	17:36														
3628	8/16/00	18:05		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECC00- 207 "Change of Connecting Facility Assignment (CFA) Expedite Trial (Ordering and Provisioning)- California"						<a href="#">clecc_00-207.doc</a>
3629	8/16/00	18:06		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECC00- 207 "Change of Connecting Facility Assignment (CFA) Expedite Trial (Ordering and Provisioning)- California"						<a href="#">clecc_00-207.doc</a>
3630	8/16/00	23:50		TG Resource	Email to PB AM, TG Resource, TG Resource, TAM Resource, TG Resource, TG Resource	TG Resource, TG Resource, TG Resource, TG Resource		TAM Resource, TG Resource, TG Resource	RE: Napa - Customer Not Ready	TG Resource, please take a look at this onetoo and let PB AM know (forwarding email dated 8/16, 5:36 EST.)						
3631	8/17/00	2:36 - 5:38		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 778, 780 loss of five pair gain systems, loss of carrier system						
3632	8/17/00	12:00		5 LOC	LOC called	TG Resource	PB Resource		multi wire center, needs mileage	sent back to TAM						
3633	8/17/00	12:51		1 PB Resource	VMX to TG Resource	TG Resource	PB Resource		DataGate Due Date Vantive #3586569	PB Resource asked for an update: Did we run for an hour this AM? Were there errors? He requested a return call via the ISC.	Provide status update.	TG Resource	ASAP	Complete	8/18/00.	
3634	8/17/00	15:49		1 PB AM	VMX to TG Resource	TG Resource	PB AM		Duplicate EDI 855's Received	PB AM told TG Resource she will be sending an E-mail requesting more detailed information on the duplicate Discovery EDI 855 incident TG Resource documented in an E-mail to her earlier today.						
3635	8/18/00	8:46		TG Resource	Email to TG Resource, PB AM, TG Resource, TAM Resource	TG Resource, TG Resource, TG Resource	PB AM	TAM Resource, TG Resource,								

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3636	8/18/00	9:13		TAM Resource	Email to TG Resource, TAM Resource	TG Resource	PB AM	TG Resource, PB AM, TG Resource, TG Resource, TAM Resource, TG Resource	Another customer refusal	TAM Resource... Received a message at about 5PM EDT yesterday from PB Resource in Anaheim indicating the tech working PON PO000492695E was told by the end user they wanted the order cancelled. PB Resource requested we either supp to cancel or supp to a new						
3637	8/18/00	9:52		TG Resource	Email to TG Resource, PB AM, TG Resource, TG Resource, TAM Resource, TG Resource	TG Resource, TG Resource, TG Resource, TG Resource	PB AM	TAM Resource, TG Resource, TG Resource	RE: Napa - Customer Not Ready	We are still waiting for testing to complete on PO000179695E. Attached is our latest test request. It is due to cancel on 8/23 if we don't complete. Frank, please return to TAM for cancellation or a new DD due to customer not ready.					DS1 Orders.rtf	
3638	8/18/00	9:56		TAM Resource	Email to TG Resource, TG Resource, PB AM, TG Resource	TG Resource, TG Resource	PB AM	TAM Resource, TG Resource, TG Resource	RE: Blackhawk - Customer Not Ready	TG Resource / TAM Resource Is this PON a DS1? If so, per our TAB discussion yesterday we should be sending PB a 'loop acceptance' if we can't get the test done so we get a completed order rather than cancel it. I'll be sending the procedure today that we						
3639	8/18/00	11:07		TG Resource	Email to TAM Resource, TAM Resource	TG Resource	PB AM	TG Resource, PB AM, TG Resource, TG Resource, TAM Resource, TG Resource	RE: Another customer refusal	We have received two jeopardy notices via EDI 865 transactions from PacBell. The first was on 8/8, and included the message- no access to customer premise. The second was received 8/10, and included the message- notification of new due date (which was mov						
3640	8/18/00	11:20		TG Resource	email to isc			TG Resource	Vantive#3586569	Attn: PB Resource in ISC... Please forward to PB Resource in Datagate support.						
3641	8/18/00	11:24		TG Resource	Email to TG Resource	TG Resource	TG Resource	TG Resource, PB AM, TG Resource, TG Resource, TAM Resource	RE: Another customer refusal	PO000492695E was returned to CAP 8/17 at 1PM EST. Let me know if we need to take any further action.						

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	GEIS Contact	PacBell Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
3642	8/18/00	11:28		TG Resource	Email to TG Resource	TG Resource	TG Resource	TG Resource	RE: Another customer refusal	When we get back and process it, please call PB Resource to let her know it has been addressed. Thanks, TG Resource						
3643	8/18/00	11:40		TG Resource	Email to PB AM	TG Resource	PB AM	TG Resource, TG Resource, TG Resource	FW: DataGate Vantive # 3586569	The test performed yesterday AM did not succeed. TG Resource spoke with ISC and Middleware this AM, and they requested his results. I saved the attached file as do_1170_err.txt and opened it with Wordpad to view.						do_1170_err.txt
3644	8/18/00	11:46	22 PB AM	Phone TG Resource		TG Resource, TG Resource, TG Resource	PB AM		Duplicate EDI 855's Received (Vantive #3697547), EDI Order Packaging	PB AM asked for clarification on the duplicate EDI 855 scenarios for Discovery PON's PO000128695E and PO000129695E, where we received duplicate GS segments, each with nearly duplicate FOC's differing only in separate PacBell order numbers, in the same ISA	1> Report on 8/15-8/16 EDI activity, 2> Confer with PB AM on duplicate EDI 855's.	1> TG Resource. 2> TG Resource.	1> ASAP. 2> Monday 8/21.	Resolved 8/23/00.		
3645	8/18/00	12:00	5 LOC	LOC called		TG Resource	TG Resource		order in jeopardy, cable full	sent back to TAM						
3646	8/18/00	12:46 - 13:03		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial # 783, loss of SLC-5 systems						
3647	8/18/00			Pacific Bell	Mail to Camino Comm				Camino Comm bill	Bill: \$85.78, Account 0237077198 555N8160 Statement Date 8/7/00						
3648	8/18/00			Pacific Bell	Mail to Camino Comm				Camino Comm order confirmation	Account 6265851695592, Service Order # N87605926, PO # BH129021PE001675						
3649	8/18/00			Pacific Bell	Mail to Napa Telecomm				Napa Telecomm bills	Bill: \$10.47, Account 0237078702 555N6160, Statement Date 8/7/00						
3650	8/18/00			Pacific Bell	Mail to Blackhawk Comm				Blackhawk Comm bills (2)	Bill: \$223.13, Account 0237078416 555N2160, Statement Date 8/7/00 2) \$406.61, Account 0234078416 555S5066, Statement Date 8/7/00						
3651	8/18/00			Pacific Bell	Mail to Discovery Comm				Discovery Comm bills	Bill: \$248.94, Account 0234072395 555S3066 Statement Date 8/7/00 2) \$42.13, Account 0237072395 555N0160, Statement Date 8/7/00						
3652	8/18/00	12:50	5 LOC	LOC called		TG Resource	TG Resource		CFA in use	sent back to Cap						
3653	8/18/00	15:56		Pacific Bell	Fax to BlackHawk Communications			PB Resource	30 day cancellation notification	PON- BH240021PE001686...(TN: 949-640-6487)						
3654	8/18/00	16:35		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECC00- 208 "E911 Third Quarter 2000 CLEC Forum (Meeting)- California"					clecc_00-208.doc	
3655	8/18/00	16:37		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECC00- 209 "Revision to Invitation to Discussion of Federal Slamming Order (meeting)- California"					clecc_00-209.doc	

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3656	8/18/00	16:38		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECC00- 210 "Notification of Pacific Bell CLEC Account Collection Center & Hours of Operation (Billing)- California					clecc_00-210.doc	
3657	8/18/00	16:39		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECCS00- 137 Pacific Bell- "Exception Request Final Requirements for the December 9, 2000 EDI/LSR Release Version 03.04"					cleccs_00-137.doc	
3658	8/19/00	8:53 - 18:15		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 786, 787 loss of carrier system, no dial tone						
3659	8/21/00	8:30		Pacific Bell	Airborne Express to Napa Telecom				Daily shipment report	OCN 6169, LC46, Daily Shipment Report, PB Cycle 6722 Dated 8/17/00						
3660	8/21/00	8:30		Pacific Bell	Airborne Express to Camino Comm				Daily shipment report	OCN 7265, LC46, Daily Shipment Report, PB Cycle 6722 Dated 8/17/00						
3661	8/21/00	8:30		Pacific Bell	Airborne Express to Discovery Comm				Daily shipment report	OCN 0575, LC46, Daily Shipment Report, PB Cycle 6722 Dated 8/17/00						
3662	8/21/00	8:30		Pacific Bell	Airborne Express to Blackhawk Comm				Daily shipment report	OCN 8587, LC46, Daily Shipment Report, PB Cycle 6722 Dated 8/17/00						
3663	8/21/00			Pacific Bell	Mail to Napa Telecomm				Napa Telecomm bill	Bill: \$134.61, Account 0234138702 555S0066, Statement Date 8/13/00						
3664	8/21/00			Pacific Bell	Mail to Blackhawk Comm				Blackhawk Comm bill	Bill: \$76.50, Account 0234118416 555S9066, Statement Date 8/11/00						
3665	8/21/00	12:14		LSC	Fax to Napa	TG Resource			Reconfiguration Notification - redacted	redacted						
3666	8/21/00			Pacific Bell	Mail to Discovery Comm				Discovery Comm bills (2)	Bill: \$150.66, Account 0234107069 555S2066 Statement Date 8/10/00 2) \$93.60, Account 0234117069 555S1066, Statement Date 8/11/00						
3667	8/21/00	13:50		5 LOC	LOC called	TG Resource	PB Resource		channel pair is busy for LNPL283021	sent back to TAM						
3668	8/21/00	15:43		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECC00- 211 "Price Changes for Centrex Service/ Features (billing)- California"					clecc_00-211.doc	
3669	8/21/00	15:44		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECC00- 212 "Change Management Process Meeting Schedule (Meeting)- California"					clecc_00-212.doc	
3670	8/21/00			Pacific Bell	Mail to Camino Comm				Camino Comm billS (2)	Bill: \$158.65, Account 0234087198 555S0066 Statement Date 8/8/00 2) \$370.69, Account 0234117198 555S5066, Statement Date 8/11/00						
3671	8/21/00	19:36 - 20:35		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 788, 789 loss of exchange cables, no dial tone						

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3672	8/22/00	7:01 - 18:18		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 791-794, loss of carrier systems, loss of working pairs						
3673	8/22/00			Pacific Bell	Mail to Napa Telecomm				Napa Telecomm bill	Bill: \$632.94, Account 0237118702 555N9160, Statement Date 8/11/00						
3674	8/22/00			Pacific Bell	Mail to Blackhawk Comm				Blackhawk Comm bill	Bill: \$407.78, Account 0237118416 555N6160, Statement Date 8/11/00						
3675	8/22/00			Pacific Bell	Mail to Discovery Comm				Discovery Comm bill	Bill: \$429.68, Account 0237112395 555N4160 Statement Date 8/11/00						
3676	8/22/00			Pacific Bell	Mail to Camino Comm				Camino Comm bill	Bill: \$282.62, Account 0237117198 555N2160 Statement Date 8/11/00 2) \$205.81, Account 0237027198 555N3160, Statement Date 8/2/00						
3677	8/22/00	9:10	5 LOC	LOC called	LOC called	TG Resource	PB Resource		order sent to P102 desk, CFA open in manhole	sent back to TAM						
3678	8/22/00	14:29		Pacific Bell	Fax	TG Resource	PB AM		unlock redacted							
3679	8/22/00	15:42		PB AM	Email to TG Resource	TG Resource	PB AM	TG Resource, TG Resource,	RE: another interesting case	We have tried these 2 PONS in test and again in Production (as noted in voicemail I left TG Resource a bit ago). Unfortunately, we can't replicate the problem; best we can figure is that a human being may have been doing something that caused EDI to rese						
3680	8/22/00	15:55		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECCS00- 138 "Pacific Bell- Exception Request for Proposed Change to Listings Gateway"					cleccs_00-138.doc	
3681	8/22/00	16:53		Pacific Bell	Fax to BlackHawk Communications		PB Resource		30 day cancellation notification	PON: BH240021PE001686..						
3682	8/22/00	18:02		PB AM	Email to TG Resource	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource,	UPDATE Discovery Duplicate PONS	Conference Call Wed. 10am- Eastern; 7am Pacific.PB RSource thinks he has found something.. There is a "CTT Segment" which is a summary segment at the end of the PON. It is labeled "Transaction Totals" and appears on page 128 of the 850 documentation in P						



Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	GEIS Contact	PacBell Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
3683	8/22/00	18:02		PB AM	Email to TG Resource	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource	Discovery Duplicate PONS	Good News (in a way) These two PONS again crated duplicates.. So there must be something in them that is unique. Do you happen to have two or three other PONS that are like (same REQTYP and ACT) as PO000128695E and PON PO000129695E? I realize that 129695E						
3684	8/23/00	4:29 - 23:39		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 796 - 798, 800, 801 loss of carrier system, all calls dropped, damage to cagle, loss of SLC-5 systems, loss of exchange cable						
3685	8/23/00	9:00		Pacific Bell	Fax to Blackhawk	TG Resource	PB AM		unlock 209-951-4937							
3686	8/23/00	9:31		1 TG Resource	email to PB AM	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG 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3689	8/23/00	10:00		TG Resource	email to TAM Resource, TG Resource	TG Resource	TAM Resource	TG Resource, TAM Resource, TAM Resource, TG Resource	RE: Status	While PB Resource can fill in the blanks, here are some key elements. LEX 6.0 automatically downloaded Monday at sign on. It apparently corrupted an existing .dll, so reversion to 5.6 failed. Believe TG Resource was working with ISC to do partial reload						
3690	8/23/00	15:31	1	PB Resource	VMX to TG Resource	TG Resource	PB Resource		E911 TN Unlock Request	PB Resource at PacBell requested we unlock TN redacted Her call-back number is redacted (Our records indicate this is/was a Blackhawk TN.)	Unlock TN and call PB Resource to confirm.	TG Resource	ASAP	Complete	8/24/00.	
3691	8/23/00	15:47		TG Resource	email to TG Resource	TG Resource	PB AM	PB AM, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource	Vantive #3697547 duplicate EDI 855 test	Sue.. First it appears PB Resource (SBC EDI guru) has duplicated our problem, isolated the cause, and proposed a correction, which is to include the formerly optional EDI CTT segment just before the terminating SE segment. This will explicitly tell their s						
3692	8/23/00	15:55		TG Resource	email to TG Resource	TG Resource	PB AM	TG Resource, TG Resource, PB AM, TG Resource, TG Resource	RE: Vantive #3697578 duplicate EDI 855 test	TG Resource Please run the two tests TG Resource mentions in the email below and reply to all in this email as to the results						
3693	8/23/00	16:20		TG Resource	Email to TG Resource	TG Resource	PB AM	PB AM, TG Resource, TG Resource, PB Resource	RE: Vantive #3697578 duplicate EDI 855 test	TG Resource, Thanks to PB Resource for making the quick update. In addition to testing, we also inspected a real production transaction. Following is a NAPA 860 with the change in place, just in case anyone in PacBell wants to check if this made it through						
3694	8/23/00	16:20		TG Resource	Email to TG Resource	TG Resource	PB AM	PB AM, TG Resource, PB Resource	RE: Vantive #3697578 duplicate EDI 855 test	I did not see an 997 come back on the 860 yet???						

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3695	8/23/00	16:55		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECC00- 213 "Advance Notification of the Launce Date for the Integration of the CLEC Online and TCNet Websites (Other)- California"					clecc_00-213.doc	
3696	8/23/00	17:01		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECCS00- 139 Pacific Bell- "Initial Requirements for Provisioning Order Status Release 2.3.0"					cleccs_00-139.doc	
3697	8/23/00	17:06		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECCS00- 140 Pacific Bell- "Initial Requirements for Order Status Release 7.2.0"					cleccs_00-140.doc	
3698	8/23/00	18:57		TG Resource	TG Resource				Need New Book Made	TG Resource- I need a master book made up- Cover should show- General Telephony Concepts Tabs- 1) Basic Telephony Overview- this is the sales overview that is currently in the BC handbook 1)Telephony Function 2) Operational Support Systems 3) Customer Car						
3699	8/23/00	23:58		PB AM	Email to TG Resource	TG Resource	PB AM	TG Resource, TG Resource,TAM Resource, TG Resource	RE: Migration/Reconfig Notification	I believe this is whay we call the "R5 report", notifying you that you have lost a customer. You could contest the loss (claim slamming and test the new FCC order!) or simply issue a final bill to the customer and update your records to show you no longer						
3700	8/24/00	0:12 - 20:50		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 801-804 loss of exchange cable, loss of pair cable, NDT and CBC conditions to customers served by damaged cables, loss of OC-12 Network element.						
3701	8/24/00	8:16		Pacific Bell	Fax to Blackhawk		PB Resource		Resale Access Line Request cancellation TN:redacted							
3702	8/24/00	8:25		TG Resource	Email to TG Resource, TG Resource	TG Resource	PB AM	PB AM, TG Resource, TG Resource, TG Resource,TAM Resource, TG Resource	RE: Vantive #3697578 duplicate EDI 855 test	The web based application generates purchase order numbers, and direct entry is not an option. Given our current mode of operation, it would be very difficult to patch the EDI output to accomplish the duplication of PONs needed to support the test you pro						
3703	8/24/00	8:30		Pacific Bell	Airborne Express to Napa Telecom/ Camino Comm				Invoices to Napa Telecom/ Discovery Comm	Napa Accounts dated 8/14/00, * 373 556-2488-701-066-S, \$25,672.92, * 372-556-2492-048-066-S, \$3410.79, * 372 556-2491-454-066-S, \$135.24, * 372 556-2490-035-066-S, \$1964.70, *273 556-2496-922-160-N, \$10452.87, *273 556-2494-517-160-N, \$333.57, *27						

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3704	8/24/00	8:33		TG Resource	Email to TG Resource, TG Resource	TG Resource	PB AM	PB AM, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource	RE: Vantive #3697578 duplicate EDI 855 test	TG Resource On our call yesterday, PB Resource did state he would change their EDI documentation to indicate CTT is required to eliminate the chance that transaction timing in peak periods would result in the duplication we witnessed and he was able to dup						
3705	8/24/00	9:58		TG Resource	email to PB AM	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource	RE: Migration/Reconfig Notification	PB AM... Thanks much for the clarification. Our marketing team (TAM) will remove this account from our DB...TG Resource						
3706	8/24/00	11:58		TG Resource	Email to TG Resource	TG Resource	PB AM	PB AM, TG Resource, TG Resource	Another E911 Unlock Request	Sue.. I received a VMX at 3:51PM EDT yesterday from PB Resource at PacBell requesting we unlock TN readcted Her callback number is redacted. Our records indicate that is/was a Blackhawk TN. Would you please unlock it and call PB Resource to confirm?.. Tha						
3707	8/24/00	14:11		TG Resource	Email to TG Resource	TG Resource	PB AM	PB AM, TG Resource, TG Resource	RE: Another E911 Unlock Request	TG Resource.. I sent batch ID C22 to unlock 949-830-5426. I let PB Resource at PB know via a VMX.						
3708	8/24/00	15:14		TG Resource	Email to TG Resource, TG Resource, PB AM	TG Resource	TG Resource	TG Resource	RE: Another customer refusal	The cancel for PO000492695E is complete. I have left a message with PB Resource in the LSC for PB resource						
3709	8/24/00	15:44		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECCS00- 141 "Pacific Bell- Invitation to Walk- Through of Data Gate Initial Requirements for December 9th Release"					cleccs_00-141.doc	
3710	8/24/00	15:45		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECCS00- 142 "Pacific Bell- Clarification for Version 03.02 EDI/ LSR as a Result of CLEC Testing for the IMPCON Field"					cleccs_00-142.doc	
3711	8/24/00	15:46		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECCS00- 143 "Pacific Bell- Improtant Reminder Regarding Versioning for the September 23rd Release"					cleccs_00-143.doc	
3712	8/24/00	15:47		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECCS00- 143 "Pacific Bell- Improtant Reminder Regarding Versioning for the September 23rd Release"					cleccs_00-143.doc	

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3713	8/25/00	0:20 - 20:16		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 805-806, 808-810 loss of carrier system, NDT and CBT conditions to customers served by affected cables, loss of 420 trunks						
3714	8/25/00	11:15	1	PB AM	VMX to TG Resource	TG Resource	PB AM		Confidential and Proprietary Information	PB AM asked TG Resource to call her to ensure we have common definitions of these terms while reviewing candidate documents for delivery with the final report.						
3715	8/25/00	11:32		TG Resource	email to PB AM	TG Resource	PB AM	TG Resource, TG Resource, TG Resource	TN aging policy/guidelines	PB AM... Had a question yesterday regarding Pacific's TN aging/reuse policy and guidelines. Did some perusing of clec.sbc.com but have found nothing yet. Could you please direct me to an appropriate source? Thanks very much. TG Resource						
3716	8/25/00	13:27		PB AM	email to TG Resource	TG Resource	PB AM	TG Resource, TG Resource, TG Resource	RE: DataGate Vantive #3586569	I've just gotten a call from the people working this problem. Could you please do another of the one hour test transmissions? Give me a Call to the IS Call Center to let them know when you will be able to start sending the queries.						
3717	8/25/00	13:45	19	TG Resource	Phone PB AM	TG Resource, TG Resource	PB AM		Confidential and Proprietary Information, DataGate Due Date Vantive #3586569	Regarding the review of documentation, PB MA indicated she has little or no proprietary data. All agreed that items such as Social Security Number, TN's, customer names and addresses should be confidential. We also recognize that certain CLEC identifiers	Retest Vantive #3586569.	TG Resource	ASAP	Retested successfully 8/28.		
3718	8/25/00	14:17		TG Resource	email to TG Resource			PB AM TG Resource, TG Resource, TG Resource, TG Resource	RE: DataGate Vantive #3586569	TG resource. As soon as possible (hopefully today?), could you arrange a time with the ISC to test rapid groups of Due Date transactions for an hour again, have the test run, and have the results reported back to the ISC? Understand you may need to delega						
3719	8/25/00	14:43		TG Resource	email to PB AM	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TG Resource	RE: DataGate Vantive #3586569	PB AM.. Just received a call fromTG Resource indicating earliest we can coordinate and re-send will be Monday AM. Expect TG Resource will call ISC to set up the time at his earliest convenience. Will keep you posted.						
3720	8/25/00	14:46		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECC00- 214 "Notification of Custom 8 and Easy 8 NRC Waiver for Winback (Billing)- California"					<a href="#">clecc_00-214.doc</a>	

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3721	8/25/00			Pacific Bell	Mail to Blackhawk Comm				Blackhawk Comm bill	Bill: \$9.30, Account 0237138416 555N4160, Statement Date 8/13/00						
3722	8/25/00			Pacific Bell	Mail to Napa Telecomm				Napa Telecomm bill	Bill: \$132.09, Account 0237138702 555N7160, Statement Date 8/13/00						
3723	8/25/00			Pacific Bell	Mail to Discovery Comm				Discovery Comm bill	Bill: \$165.66 credit, Account 0237132395 555N2160, Statement Date 8/13/00						
3724	8/26/00			Pacific Bell	Mail to Blackhawk Comm				Blackhawk Comm bill	Bill: \$185.99, Account 0234148416 555S6066, Statement Date 8/14/00						
3725	8/26/00			Pacific Bell	Mail to Discovery Comm				Discovery Comm bill	Bill: \$117.87, Account 0237142395 555N1160, Statement Date 8/14/00 2) \$187.04, Account 0234147069 555S8066, Statement Date 8/14/00						
3726	8/26/00			Pacific Bell	Mail to Napa Telecomm				Napa Telecomm bill	Bill: \$272.68, Account 0234148702 555S9066, Statement Date 8/14/00						
3727	8/26/00			Pacific Bell	Mail to Camino Comm				Camino Comm bill	Bill: \$184.01, Account 0234147198 555S2066, Statement Date 8/14/00						
3728	8/27/00	17:25 - 17:41		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial # 812 loss of pulp exchange						
3729	8/28/00	8:30		Pacific Bell	Airborne Express to Napa Telecom				Daily shipment report	OCN 6169, LC46, Daily Shipment Report, PB Cycle 6727 Dated 8/24/00						
3730	8/28/00	8:30		Pacific Bell	Airborne Express to Camino Comm				Daily shipment report	OCN 7265, LC46, Daily Shipment Report, PB Cycle 6727 Dated 8/24/00						
3731	8/28/00	8:30		Pacific Bell	Airborne Express to Discovery Comm				Daily shipment report	OCN 0575, LC46, Daily Shipment Report, PB Cycle 6727 Dated 8/24/00						
3732	8/28/00	8:30		Pacific Bell	Airborne Express to Blackhawk Comm				Daily shipment report	OCN 8587, LC46, Daily Shipment Report, PB Cycle 6727 Dated 8/24/00						
3733	8/28/00	9:21		TG Resource	email to TG Resource	TG Resource	PB AM Resource, TG Resource	PB AM, TG Resource, TG Resource	RE: DataGate Vantive #3586569	TG Resource Please let us know when and how this goes today. Thanks very much TG Resource						
3734	8/28/00	9:44		TG Resource	phone log				DataGate 1170-Vantive #3586569	Contacted ISC to schedule another 1170 transaction test. PB Resource answered and I gave her the ticket number. She tried to get PB Resource on the line. PB Resource from Middleware came on but suggested that we wait for PB Resource to come in. I agreed.						

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3735	8/28/00	11:09		TG Resource	phone log				DataGate 1170-Vantive #3586569	Checked my voicemail and had two calls from PB Resource from the ISC. I called back and got PB Resource on the line. She conferenced Joe and he said whenever I was ready to run the tests again, to proceed. I stated that it was 13 minutes after the hour an						
3736	8/28/00	13:10		TG Resource	phone log				DataGate 1170-Vantive #3586569	Reviewed test results and not a single error was encountered. I called the ISC to close the ticket						
3737	8/28/00	13:33		TG Resource	email to TG Resource, TG Resource	TG Resource		PB AM,	ce, TG Resource, TG Resource, TG Resource, TG Resource	RE: DataGate 1170-Vantive #3586569	TG Resource .Thanks very much for the following through to completion! TG resource Thanks in advance for logging TG Resource contacts					

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3738	8/28/00	13:55	3	PB Resource	Phone TG Resource	TG Resource	PB Resource		Duplicate E911 Batch ID's	PB Resource introduced herself as a PacBell systems analyst, phoned redacted querying if we had experienced file transmission problems, as she indicated seeing multiple on-line transmissions through the PacBell gateway with the same batch ID C22002, while t	1> Investigate duplicate batch submission. 2> Report back to Senovia.	1> TG Resource			1> TG Resource sent E-mail to team 8/29. 2> Sue checked her E911 unlocks, and found E911 gateway assigns the duplicate batch ID's. She left two messages for Senovia 8/30.	
3739	8/28/00	14:21 - 14:36		Pacific Bell	Napa Telecomm				Outage Notifications	Serial # 815, loss of working pairs						



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3740	8/28/00			Pacific Bell	Mail to Camino Comm				Camino Comm Bills (4)	Bills: \$269.45, Account 0234207198 555S4066, Statement Date 8/20/00 2) \$336.13, Account 0237207198 555N1160, Statement Date 8/20/00 3) \$409.38, Account 0234197198 555S7066, Statement Date 8/19/00 4) \$320.07, Account 0237197198 555N4160, Statement Da						
3741	8/28/00			Pacific Bell	Mail to Blackhawk Comm				Blackhawk Comm Bills (3)	Bills: \$112.99, Account 0237198416 555N8160, Statement Date 8/19/00 2) \$573.08, Account 0234198416 555S1066, Statement Date 8/19/00 3) \$538.96, Account 0237208416 555N5160, Statement Date 8/20/00						
3742	8/28/00			Pacific Bell	Mail to Discovery Comm				Discovery Comm Bills (5)	Bills: \$194.42, Account 0234197069 555S3066, Statement Date 8/19/00 2) \$198.10, Account 0237192395 555N6160, Statement Date 8/19/00 3) \$210.75, Account 0237172395 555N8160, Statement Date 8/17/00 4) \$114.91, Account 0237202395 555N3160, Statement Da						
3743	8/28/00			Pacific Bell	Mail to Napa Telecomm				Napa Telecomm Bills (3)	Bills: \$424.26, Account 0234208702 555S1066, Statement Date 8/20/00 2) \$221.04, Account 0234198702 555S4066, Statement Date 8/19/00 3) \$690.87, Account 0237198702 555N1160, Statement Date 8/19/00						
3744	8/28/00	14:36		Accessibile Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECCS00- 144 "Pacific Bell- Final Requirements Exception Request for Change to Listings Gateway"					cleccs_00-144.doc	

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3745	8/28/00	14:42		Accessibile Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECCS00- 145 "Pacific Bell- Initial Requirements for September 24, 2000 Verigate Release"					cleccs00-145.doc	
3746	8/28/00	14:45	5	LSC	called LSC	TG Resource	TG Resource		verified BASL194023 needs mileage	sent back to TAM						
3747	8/28/00	14:58		PB AM	email to TG Resource	TG Resource	PB AM	TG Resource, TG Resource	RE: Tn aging policy/guidelines	There isn't anything cast in concrete about aging of TN's. Before extreme number shortages, our goal was 12 months or the life of the directory (whichever was shorter) for business; for residence the goal was 3 months. In recent years, the intervals have						

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3748	8/28/00	15:10		TG Resourc e	email to TG Resource		TG Resourc e		ce, TG Pre-test Visibility Concerns	RE: Capacity purpose). I don't think we have done this (on purpose). I'm not sure what happened on the days in question. TG Resource, any ideas?						

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3749	8/28/00	15:59		TG Resource	email to TG Resource	TG Resource		TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource, TG Resource	RE: Capacity Pre-test Visibility Concerns	TG Resource and team...Took a three minute call from a PacBell systems analyst namdPB Resource at 1:55PM EDT today asking if we were having file delivery problems with our on-line data entry. She said she has seen repetitive transmissions using the same bat						

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3752	8/29/00	7:16		TG Resource	email to PB AM	TG Resource	PB AM	TG Resource, TG Resource, TAM Resource, TAM Resource, TG Resource, TG Resource	RE: Blackhawk SDIRs that are still open	PB AM.Troublesome Blackhawk SDIR PON's in circumstances similar to the preceding message include: BJPOG720, BJPOG713, BJPOG719, BJPOG708..TG Resource						
3753	8/29/00	9:25		TG Resource	email to PB AM	TG Resource	PB AM	TG Resource, TG Resource, TG Resource, TG Resource, TG Resource	RE: Visibility Concerns	PB AM.. I will call PB Resource back this AM to let her know her concerns (voiced below) appear to be related to our coordinated DataGate Due Date testing to close Vantive #3586569. It occurs to me she may therefore be watching when we soon start sending						
3754	8/29/00	9:34		TG Resource	email to TG Resource	TG Resource	PB AM	TG Resource, TG Resource, TG Resource	RE: Tn aging policy/guidelines	There isn't anything cast in concrete about aging of TN's. Before extreme number shortages, our goal was 12 months or the life of the directory (whichever was shorter) for business; for residence the goal was 3 months. In recent years, the intervals have						

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3755	8/29/00	9:34		TG Resource	email to TG Resource	TG Resource	PB AM	PB AM, TG Resource, TG Resource	RE: Visibility Concerns- next chapter	TG Resource.. Please see my original message below. When I just now called the number PB Resource left, I reached PacBell E911 service center in Buena Park. I did not leave a message. Now I am wondering if her call was a result of some of the TN unlock re						
3756	8/29/00	9:37	1	TG Resource	PB Resource	TG Resource	PB Resource		Duplicate E911 Batch ID's	TG Resource learned from the automated message he received that this was the Buena Park E911 help desk. He left no message, but did confirm with TG Resource that this is an E911 issue.						
3757	8/29/00	10:13		TG Resource	email to PB AM	TG Resource	PB AM	TG Resource, TG Resource, TAM Resource, TAM Resource, TG Resource	RE: Napa SDIRs that are still open	PB AM -- TG Resource of our test team has been tryomg to complete several stand alone directory listing orders for several weeks. She has received much useful information, and some successful action, but still is encountering problems. We would like to g						

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3758	8/29/00	10:16		PB AM	Email to TG Resource	TG Resource	PB AM	TG Resource, TG Resource, TAM Resource, TAM Resource, TG Resource, TG Resource	RE: Blackhawk SDIRs that are still open	TG Resource could you please fax a copy of your input to the listings help desk in Anaheim. I spoke with PB Resource there; she will review your input field by field and then call back to me. Might help if you could fax me a copy of what you send to PB Re						
3759	8/29/00	11:06		ISC Call Center	Call to TG Resource	TG Resource	PB Resource		Update: TN Reservation-Vantive Ticket # 3719174	11:06AM - Received a call from PB Resource(ISC) regarding the TN Reservation problem. He stated that PB Resource from middleware requested that I be contacted. PB Resource was brought on line. PB Resource stated that he spoke with the Datagate techs, and						
3760	8/29/00	11:33	39	TG Resource	Conference Call	TG Resource, TG Resource, TG Resource	PB AM		Directory Listing Order Completion Problems (Vantive #3736231), Proprietary and Confidential Data, Other Products, Possible Meeting	TG Resource reported encountering a series of directory listing order completion problems using LEX. Most common scenario is removal of primary listing, and adding a caption listing with indent. TG Resource said PB Resource from the listing help desk told						



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3761	8/29/00	12:15	2	PB AM	Phone TG Resource	TG Resource	PB AM		Duplicate E911 Batch ID's	PB AM confirmed PB Resource call was likely due to our E911 unlock activity.						
3762	8/29/00	12:34		PB AM	email to TG Resource	TG Resource	PB AM	TG Resource	FW: Pacific's Second Supplemental Brief	Here is the brief from which I was reading about UNE remand product ordering. Of course it doesn't use the ASR/LSR terminology, but for those products handled "similar to Interconnection", I know that means ASR. I was a few days off on the retirement date					clecc 00-025.doc	brief .doc
3763	8/29/00	12:35	15	IS Call Center	call IS Call Center	TG Resource	PB Resource		request to reset toolbar password	after being placed in queue for 10 minutes, cycled back to beginning of IVR prompt, password was reset						
3764	8/29/00	12:53		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECC00- 216 "Notification of New Release Date for 13-State CLEC Website (Other)- California"					clecc_00-216.doc	
3765	8/29/00	15:00	10	LSC	LSC called	TG Resource	PB Resource		trying to process ASSL818024 , CFA in use on another ECCKT redacted	sent back to TAM						
3766	8/29/00	18:35		PB AM	Email to TG Resource	TG Resource	PB AM	TG Resource, TG Resource	RE: Tn aging policy/guidelines	FYI, cruising through the resale ordering CLEC Handbook, looking for something else, here is what I found in section 3.2.3..... Telephone Number Reassignment- Post-disconnect, PB?NB treats lines and telephone numbers used for residence EU's differently from						

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3767	8/29/00	16:07 - 20:28		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial # 820, 823 loss of carrier systems,						
3768	8/29/00	23:15		TG Resource	email to PB AM	TG Resource	PB AM	TG Resource, TG Resource, TG Resource	RE: Tn aging policy/guidelines	PB AM.. Thanks! Sounds pretty industry-standard...TG Resource						
3769	8/30/00	10:53 - 23:20		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 827-831 loss of carrier system, community isolation, loss of exchange cable, calls in/out impact/ calls were blocked,						
3770	8/30/00			Pacific Bell	Mail to Blackhawk Comm				Blackhawk Comm Bill	Bills: \$220.03, Account 0237228416 555N3160, Statement Date 8/22/00						
3771	8/30/00			Pacific Bell	Mail to Napa Telecomm				Napa Telecomm Bill	Bills: \$193.08, Account 0237228702 555N6160, Statement Date 8/22/00						
3772	8/30/00	7:37		Pacific Bell	Fax to Blackhawk	TG Resource	PB AM		unlock redacted							
3773	8/30/00	11:20		LSC Resource	Fax to Blackhawk				Migration Notification : redacted	redacted						
3774	8/30/00	11:20		LSC Resource	Fax to Blackhawk				Migration Notification : redacted	redacted						
3775	8/30/00	11:20		LSC Resource	Fax to Blackhawk				Migration Notification : redacted	redacted						

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3776	8/30/00	12:48		Accessible Letter	Email to TG Resource	TG Resource	PB Resource		Accessible Letter	CLECC00- 217 "E911 Third Quarter 2000 CLEC Forum CANCELLATION (Meeting)- California"					clecc_00-217.doc	
3777	8/30/00	15:49		TG Resource	Email to TG Resource	TG Resource	PB AM	TG Resource, PB AM, TG Resource	RE: Visibilty Concerns- Next Chapter	I have left two VMX's for Senovia today (8/30- 10:30am PDT & 1:50 pm PDT) Am still waiting for her call regarding this issue						
3778	8/30/00	17:50		IS Call Center	call IS Call Center		PB Resource		request to reset password							
3779	8/30/00			TG Resource	phone log		PB Resource		FW: redacted NEED ALL ASSOCIATE ED TRACKING NUMBERS	Called PB Resource at PACBELL Data Integrity Unit to inform her that I had sent the unlock transaction for 559-323-4770. The batch ID was C22.						
3780	8/31/00	12:27 - 23:14		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 833, 835, 837, 838 no dial tone, loss of carrier systems, loss of pair cable						
3781	8/31/00	*13:08		TG Resource	VMX to PB AM	TG Resource	PB AM		Brief meeting, Directory Listing Order Investigation	TG Resource said he will try to visit after PM meeting today, and will call when meeting concludes. He also asked status of her Directory Listing order investigation.						
3782	8/31/00	*14:44		TG Resource	VMX to PB AM	TG Resource	PB AM		Brief meeting	TG Resource said he is on his way, and will call and page if necessary when he arrives at her building.						

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3783	8/31/00	*15:22	1	TG Resource e	Try call, then page PB AM	TG Resource e	PB AM		Brief meeting	TG Resource left numeric page message 370 to indicate he was at the security desk in her building.						
3784	8/31/00	*15:35	20	TG Resource e	Meeting	TG Resource e	PB Resource, PB AM		Photo Opportunity, Blackhawk Web Page, and Directory Listing Orders (Vantive #3736231)	TG Resource took a photo of PB AM and PB Resource requested photo of TG team. PB AM said one of her people found a web site for Blackhawk Communications. TG Resource said he was not aware of it, but assumed it might be the Blackhawk doing business in Montana.	Follow-up on Vantive #3736231 Directory Listing problem ASA	PB AM	P	Open.		
3785	8/31/00	17:15		PB AM	Email to TG Resource, TG Resource e	TG Resource e	PB AM		Website	is this you?.....http://redacted						